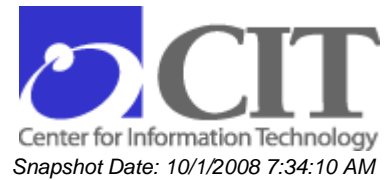


Customer Service Report for SCB

For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	1	0	0	1	0	0	0	0	2	0	7
Account Lockout	2	0	0	0	0	0	0	0	2	0	4
Password Reset	0	0	0	1	0	0	0	0	1	0	5
Application Support											
General Info	1	0	0	0	0	1	0	0	0	0	0
CIT Categories											
Web Site Issue	1	0	0	0	0	0	0	0	1	0	36
Helix Support											
Apps/FTP/Anon FTP	2	0	0	0	0	0	0	0	2	0	13
Apps/Other	6	0	0	0	0	1	0	0	5	0	4
Info/Biowulf	5	0	0	0	0	1	0	0	4	0	3
Info/General	6	0	0	0	0	1	0	0	5	0	8
Grand Total:	24	0	0	2	0	4	0	0	22	0	7

Total Tickets Closed:	22
Total Tickets Assigned/Pending/Checked Out:	4
Total Tickets Created:	26